



MOUNT FARM SURGERY

CARING FOR YOU AND YOUR HEALTH

Patient Newsletter

February 2025

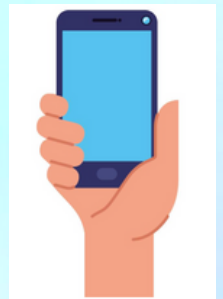
Staff news

Since our last newsletter was published we have appointed several new members of staff: Rachel joined us as a Social Prescriber in October, Gemma joined our Nursing team and Kellie joined our Reception team in November and Lauren joined our Prescriptions team in December.

Also, after completing his GP training with us last year, Dr Mathew became a salaried GP in November.



Patient access via the NHS App



We encourage patients who have smart phones to download the NHS App in order to book appointments, view their test results, order prescriptions etc.

The main benefit of the NHS App over other online systems is that you can view both your GP and hospital information all in one place.

If you would like to order prescriptions and book appointments online another option is to sign up for our online services system (SystemOnline). Application forms are available on our website: www.mountfarm.com or please ask for a paper form from a member of our Reception team.

Please note that a member of our team will need to view your photo ID in order for you to be signed up for this service.

The quickest way for us to process your prescription requests is via SystemOnline or through the NHS App, as this integrates within our system, cutting out the need for a member of staff to have to manually process notes/emails etc.

If you would like to order your prescriptions via telephone our designated phone line (01284 705512) is open from 12-4pm Monday to Friday. Another option is to post a prescription request through the letterbox at the front of our building or to order through a Pharmacy.

PPG

What is a PPG?

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

A PPG is a route for patients to advise the practice on what matters most to them and to identify solutions to problems.



What are the benefits of joining?

It gives you the opportunity to have your say and take action to improve the way health services are delivered in the community. It's also a great way to give something back and take an initiative in helping to make changes. It can also be a good way to meet new people and learn new skills.

We are very keen to expand our PPG so if you are over 16 and are interested in joining please can you send an e-mail to: mfs.admin@nhs.net with the subject header 'PPG' and we will send you more information.

We host a mixture of face to face and online meetings on a weekday evening, roughly once every 3 months for approximately 1.5 hours.
Our next meeting will be taking place online via Microsoft Teams on Monday 17th February at 7:00pm.

✗ Please don't forget to cancel unwanted appointments!

Have you got an appointment you no longer need, or can't make? Please let us know so we can offer it to someone else.

Every month, a large number of patients DNA (do not attend) for their appointments – on average, this equates to 3 days of wasted GP appointments and 3 days of wasted Nurse appointments. Over the course of a year, this equates to 7 weeks.

Please remember that appointments can be cancelled either by telephoning Reception (01284 769643, option 4) between 08.00-18.30 Monday to Friday, online (if you have signed up for SystmOnline), or by telephoning and leaving a message on our 'cancellation line' which is available 24 hours a day, 7 days a week.

Figures for December 2024...

Number of e-consults dealt with = 214
Number of telephone calls taken = 9385



Online consultations

We want to let you know that from 31st January, we will be switching our online consultation supplier from eConsult to AccuRx.

What does this mean for you?

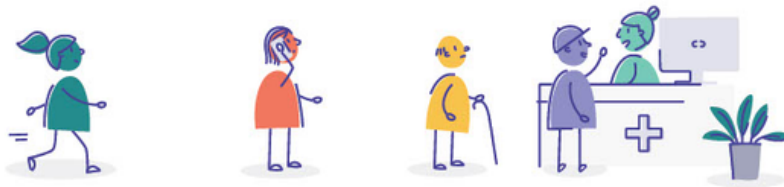
The online consultation form will ask different clinical questions, but the overall process will remain the same.

You'll now also be able to submit your online consultation through the NHS app – making it even easier for you to get in touch with us!

Rest assured, this change won't affect the quality of service you receive. It's just a small update to make your experience more streamlined.

If you have any questions or concerns, don't hesitate to reach out. We're here to help.

Thank you for your support.



You don't have to join the morning rush to reach your GP.

There are quick and easy ways to get in touch, and get the care you need.

- Choose the recommended routes below to **avoid queues**.
- However you contact us, a healthcare professional will assess your request **in the same way, as soon as possible**.
- Our aim is to give everyone **fair and equal access** to care.

Recommended

Use the NHS App

Contact us via the NHS App – it's **quick, safe** and sends your request straight to our team.



Recommended

Visit our website

Get in touch via our surgery's website. It's **fast, secure** and your request is delivered straight to our team.



Call or visit the surgery

If you cannot contact us online, you can still telephone or visit the surgery. We process all requests in the same way, so **no route is quicker than another**.



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Download the NHS App
to better manage your health



Feedback



A selection of feedback we have received over recent months....

'Mount Farm Surgery is a friendly practice with kind and efficient staff. They have looked after our family for many years and we always feel we are treated as individuals, not numbers. The GPs usually manage to fit us in for urgent appointments even when they are so obviously at full stretch. Grateful thanks to you all.'

'Mount Farm staff are always so lovely. Nurses are so amazing, kind and attentive. Doctors are caring, and provide the best feasible care. With such a huge number of patients and a huge area they do very well. Always able to book you in at the next availability. Never had any issues. Plus the building is always super warm. Can't fault them!'

'Friendly Reception team and absolutely lovely Nurse. Following a traumatic event my previous surgery didn't handle it well at all. It was only one GP but it was enough to affect me. I may actually overcome my fear of the GP for moving surgery. Thank you.'

'Mount Farm Surgery are fantastic, I phoned yesterday in a lot of pain, Doctor called me back within 1 hour and prescribed painkillers for me. They are always helpful, it is run so well and I always recommend the surgery to friends and my clients too. Just wanted to say a big thank you to you all.'

Thank you for your positive feedback! It is always appreciated and we circulate it to all staff.

How to get in touch...



Telephone lines:

RECEPTION: 01284 769643 (Option 4)- For booking, changing and cancelling appointments.
Lines open 08.00 – 18.30 Monday to Friday.

PRESCRIPTIONS: 01284 705512- For querying medication and ordering repeat prescriptions (you can also register to order online).
Lines open 12.00 – 16.00 Monday to Friday.

ADMIN: 01284 716111- For test results, administrative queries and booking annual reviews.
Lines open 09.00 – 16.00 Monday to Friday.

MEDICAL SECRETARIES: 01284 716116- For referral queries (after GP has referred).
Lines open 09.00 – 16.30 Monday to Friday, please leave a message if no reply.

Email us: mfs.admin@nhs.net

This email address is for administrative queries and general correspondence only. Please be aware that we are unable to accept requests for prescriptions, appointments or telephone calls via this email address.

Visit our website: www.mountfarm.com